ADTRAN

NetVanta Unified Communications

Aastra 9133i IP

User Guide

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Conventions

NOTE	*Notes provide additional useful information.*

CAUTION	*Cautions signify information that could prevent service interruption or damage to equipment.*

WARNING	*Warnings provide information that could prevent injury or endangerment to human life.*

Table of Contents

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1 Aastra Model 9133i IP Phone Overview

This document is designed to outline the features and functions of the Aastra Model 9133i IP phone in relation to the ADTRAN NetVanta UC Unified Communications Server™. It covers the following topics:

- Overview
- Display Features
- Using the Aastra Web UI

For information about installing and configuring this product, refer to the Installation and Configuration Guide provided by ADTRAN.

1.1 Overview

This document is not intended to replace the Aastra Model 9133i IP Phone User Guide. For more detailed information about the product, particularly its operation in the absence of UC server, please refer to the Aastra User Guide.

1.2 Display Features

Navigation arrow keys

The arrow keys located below the display are navigation keys that allow you to scroll through and select various options.

Programmable keys

There are two programmable keys, located to the far right of the dial pad, below the Swap key.

You can set the programmable keys with any of the following functions:

- Speeddial
- DND (do not disturb)
- XML

These keys can also be set up to quickly access features such as voicemail.

1.3 Using the Aastra Web UI

You can access the 9133i phone's options using the Aastra Web UI. To access the Aastra Web UI, you need to know the IP address of your phone.

To find your phone's IP address

1 Press the **Options** button on the phone to enter the Option List.

2 Use the **Down** key to scroll down the list of the options to **Phone Status** and press the **Right Arrow** key to select.

3 Select **Network Port** and press the **Right Arrow** key.

The IP address of your 9133i IP phone displays in the **IP Address** field.

To access the Aastra Web UI

1 Open your Web browser and enter the phone's IP address or host name into the address field.

2 At the prompt, enter your user name and password and select **OK**.

> NOTE *For a user, the default user name is "user" and the password field is left blank.*

The Network Status windows displays for the IP phone you are accessing.

3 You can log out of the Aastra Web UI at any time by selecting LOGOFF.

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2 Using Aastra 9133i IP Phone Features

This chapter outlines the keys and features that are available on the Aastra phone. UC server supports the following main features of the Aastra Model 9133i IP phone:
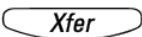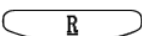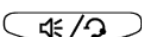
- Placing Calls
- Answering Calls
- Holding and Resuming Calls
- Muting and Unmuting Calls
- Conferencing
- Transferring Calls
- Ending Calls
- Redialing
- Forwarding Calls
- Changing the Volume
- Setting Do Not Disturb
- Selecting a Ring Tone
- Listing Calls
- Speed Dialing
- Accessing Voicemail

2.1 Key Descriptions

The following section describes the various 9133i phone key functions, and how they help you make and manage your calls and caller information.

Hard keys

The following hard keys labeled on your phone are configured for the call-handling features.

Callers	☎
Conference	Conf
Transfer	Xfer
Redial	R
Mute	◁ / ↻

These keys are static and cannot be programmed or changed. They are located to the right of the dial pad.

There are also 3 line keys, labeled L1, L2, and L3, located below the hard keys.
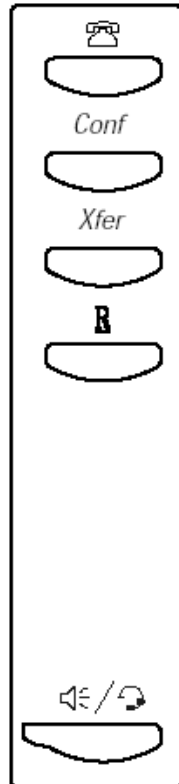
The following keys are configured for managing phone features and settings:

- Options
- Directory
- Save

• Delete
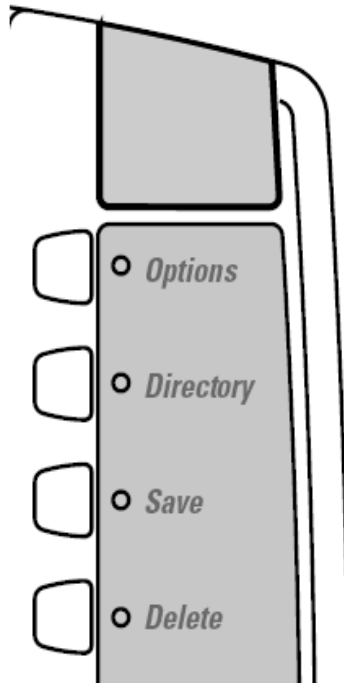
These keys are static and cannot be programmed or changed. They are located to the far upper right of the dial pad.

2.2 Placing Calls

This section describes ways to make calls on your 9133i phone, using your handset, speakerphone, or headset.

To dial a number

 1 Take the handset off-hook by doing one of the following:
    • Lift the handset (the phone automatically selects the next open line) and then enter the number.
   • Press the speaker phone or headset button, and then enter the number.
    • Press a line button, and then enter the number.

 2 If you are pre-dialing the number, enter the number and then press either the **Dial** softkey, the speaker phone or headset button, or one of the four line/call appearance hard keys.

Making and receiving calls using a headset

Make sure that you have selected a headset audio mode by accessing the Options list available from the phone.

To make or receive a call using a headset

1 Plug the headset into the jack.

2 Press the speaker phone/headset key to obtain dial tone or to answer an incoming call.

Depending on the audio mode selected from the Options list, a dial tone or an incoming call is received on either the headset or handsfree speakerphone.

3 Press the phone button to end the call.

2.3 Answering Calls

When a call rings at your extension, the Inbound Call screen appears. The line/call appearance light flashes quickly for the incoming call.

When you answer the call, the screen changes to the Connected State menu. If you cannot answer the call, depending on the setting at the system, the call is redirected, for example, to your voicemail box, if your extension is configured for that.

To answer a call

1 If you want handsfree operation, press the Pickup softkey or the line/call appearance button for the incoming call.

2 If you want handsfree or headset operation, press the button for handsfree or headset.

The setting that you have selected in the Options List for Audio Mode determines whether the call goes to handsfree or headset operation.

3 If you want handset operation, lift the handset.

2.4 Holding and Resuming Calls

When you put a call on hold, only your phone can retrieve the call.

To put a call on hold

1 Make sure that you are connected to the call that you want to put on hold.

2 Press the **Hold** softkey.

The line/call appearance light begins to flash slowly, and the screen displays "Hold" with the line number the call is held at on your phone.

Automatic hold

When you are juggling multiple calls, you do not have to press the hold button to go from one call to the next. The phone automatically puts the current call on hold when you press a new line/call appearance button.

Retrieving a call from hold

If you have more than one call on hold, you can scroll through the held call information by pressing the navigation arrow keys. To reconnect to a call, press the line/call appearance button when this call is being held, or press the **Pickup** softkey.

2.5 Muting and Unmuting Calls

Press the microphone button to mute handset, headset, or handsfree. The speaker light flashes slowly and the text "Mute" appears on the screen. You can still hear the caller, but the caller does not hear you. Switch between mute and unmute by pressing the microphone button.

> **NOTE** *If you put a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.*

2.6 Conferencing

The 9133i phone supports up to three parties (including you) in a conference call. This is a 3-way call.

To create a conference call

1 Make sure that you are connected to the first party that you want to include in the conference.

2 Press the **Conf** button.

3 Dial the number of the person that you want to add to the conference.

4 Wait for the new party to answer.

You can consult with the new party before you add them to the conference.

5 If you do not want to add the new party to the conference, press the telephone button while connected to the new call.

This disconnects the new party, leaving the original call on hold.

To go back to the original call, press the line/call appearance button for this call.

6 If you want to add the new party to the conference, press the **Conf** button again.

> **NOTE** *Only the conference originator can send dual-tone multi-frequency (DTMF) or touch tone dialing to conference parties. DTMF tones can be used to interact with voicemail systems and automated attendants.*

To drop a party from the conference

1   Use the navigational keys to navigate to the desired party's call appearance menu, or press the **Next** and **Previous** softkeys (if visible).

2   Press the **Drop** softkey.

> NOTE   *If you disconnect from the conference, the other two parties also disconnect.*

2.7 Transferring Calls

There are two types of call transfer: blind transfer and consultative transfer. A blind transfer transfers a call to directly to another extension, and disconnects the call with the sender when the receiving party answers.

You can also consult with the person you are transferring the call to before you complete the transfer. For a consultative transfer, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer, or go back to the original call.

To blindly transfer a call to another extension

1   Make sure that you are connected to the call that you want to transfer.

2   Press the **Xfer** button.

3   Enter the extension number of the person to which you want to transfer the call.

4   If you decide not to transfer the call, go back to the original call by pressing the line/call appearance button for the held call.

5   Press the **Xfer** button again to initiate the transfer.

The transfer will complete once the receiving party answers the call.

You can optionally drop out of the transfer before the receiving party answers the call (effectively resulting in a true blind transfer), by selecting the line/call appearance button for the original inbound call, and pressing the **Drop** soft key.

To perform a consultative transfer to another extension

1   Make sure that you are connected to the call that you want to transfer.

2   Press the **Xfer** button.

3   Enter the extension number of the person to which you want to transfer the call.

4   If you decide not to transfer the call, go back to the original call by pressing the line/call appearance button for the held call.

5   Press the **Dial** soft key to initiate the consultative transfer.

6   When the receiving party answers the call, press the **Xfer** button to complete the transfer.

If instead you would like to cancel the transfer and return back to the original caller, drop the current call by pressing the **Drop** soft key, then press the line/call appearance button for the held call.

2.8 Ending Calls

To end a call, make sure you are connected to a call, and press the telephone button or the **Drop** softkey. If you are connected through the handset, you can also place the handset back on hook to end the call.

2.9 Redialing

Press the Redial button to automatically dial the number that was most recently dialed from your telephone.

2.10 Forwarding Calls

The call forwarding feature on the IP phone allows incoming calls to be forwarded to another destination. The phone sends the SIP message to SIP proxy, which then forwards the call to the assigned destination.

Call forwarding is disabled by default. You system administrator can enable call forwarding on a phone-wide basis or on multi-line phones on a per-line basis. If you have configured call forwarding on an individual line, then the settings for this line are used; otherwise, the phone-wide call forward settings are used. You can have up to 9 lines configured for call forwarding.

Setting call forwarding

You can configure phone-wide call forwarding.

To configure phone-wide call forwarding from the IP phone

1   Press the **Options** button on the phone to enter the Options list.

2   Select **Call Forward**.

3   Enter the **Call Forward** number destination to which you want your incoming calls to be forwarded.

> **NOTE** *If you leave the **Number** field blank, call forwarding is disabled.*

4   Enter the **Call Mode** that you want to set on your phone.

5   Enter the **Number of Rings** you want to set before the call is forwarded
    Valid values are 1 to 9.

6   Press **Enter** to confirm the settings.

To configure phone-wide call forwarding from the Aastra Web UI

1 Select **Basic Settings > Call Forward**.

2 In the **Mode** field, select the mode you want to set on your phone.

> 🖉 **NOTE** *To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the **Number** field.*

3 In the **Number** field, enter the call forward number for which you want your calls to be call forwarded.

4 In the **Number of Rings** field, enter the number of rings you want to set before the call is forwarded. Valid values are 1 to 9.

5 Select **Save Settings** to save the Call Forward settings.
The changes are dynamic and are immediately applied to the phone.

To configure per-line call forwarding settings from the Aastra Web UI

1 Select a line on which you want to set Call Forwarding.

2 In the **Mode** field, select the mode you want to set on the line.

> 🖉 **NOTE** *To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the Forward Number field.*

> 🖉 **NOTE** *To force a line to use the global settings, set the **Mode** field to **Global**.*

3 In the **Forward Number** field, enter the call forward number for which you want your calls on this line to be call forwarded.

4 In the **Number of Rings** field, select the number of rings on the line before the call is forwarded. Valid values are 1 to 9.

5 Select **Save Settings** to save the Call Forward settings.
The changes are dynamic and are immediately applied to the phone.

2.11 Changing the Volume

To change the ringer volume setting, press the volume button when the phone is on-hook and idle.

2.12 Setting Do Not Disturb

The system administrator can set a softkey to "Do not Disturb" (DND).

If DND is set on a softkey, the key switches DND ON and OFF. If the phone shares a line with other phones, only the phone that has DND configured is affected.

The second line on the menu of the IP phone shows when DND is configured. When a call comes in on the line, the caller hears a busy signal or recorded message, depending on the server configuration.

2.13 Selecting a Ring Tone

You can configure ring tones and ring tone sets on the IP phone. There are several distinct ring tones that a user can select from to set on the IP phones. You can enable and disable these ring tones on a global or per-line basis.

The following table identifies the valid settings and default values for each type of configuration method.

Table 1. Ring tone settings table

Configuration Method	Valid Values	Default Value
IP Phone UI	*Global:* Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	*Global:* Tone 1
Aastra Web UI	*Global:* Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent *Per-Line:* Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	*Global:* Tone 1 *Per-Line:* Global

To configure a ring tone using the IP Phone UI

1 Press **Options** on the phone to enter the Options List.

2 Select **Tones**.

3 Select **Set Ring Tone**.

4 Select the type of ring tone (Tone 1 through Tone 5, or Silent).

5 Select **Set** and then Select **Next**.

6 Select **Tone Set**.

7 Select the country for which you want to apply the tone set.

Valid values are Australia, Europe, France, Germany, Italy, UK, and US. The default is US.

8 Select **Set**.

The ring tone and tone set you select is immediately applied to the IP phone.

To configure a ring tone using the Aastra Web UI, global configuration

1 Select **Basic Settings > Preferences > Ring Tones**.

2 In the **Ring Tones** section, select a country from the "Tone Set" field.

Refer to the Ring Tone Settings Table for valid values.

3 Select **Save Settings** to save your settings.

These changes are not dynamic. You must restart your IP phone for the changes to take affect.

4 Select **Operation > Reset**.

In the **Restart Phone** field, select **Restart** to restart the IP phone and apply the ring tone.

To configure a ring tone using the Aastra Web UI, per-line configuration

1 Select **Basic Settings > Preferences > Ring Tones**.

2 In the **Ring Tones** section, select a line for which you want to set a ring tone.

3 Select a value from the "LineN" field.

4 Select **Save Settings** to save your settings.

These changes are not dynamic. You must restart your IP phone for the changes to take affect.

5 Select **Operation > Reset**.

In the **Restart Phone** field, select **Restart** to restart the IP phone and apply the ring tone.

2.14 Listing Calls

The IP phones have a "Callers List" feature that stores the name, phone number, and incremental calls, for each call received by the phone.

You can view, scroll, and delete line items in the Callers List using the IP phone UI. You can also directly dial from a displayed line item in the Callers List. You can download the Callers List to your desktop for viewing using the Aastra Web UI.

When you download the Callers List, the phone stores the callerlist.csv file to your computer in comma-separated value format. Use any spreadsheet to open and view the file. The file displays the name, phone number, and the line on which the call was received.

To use the Callers List from the IP phone

1   Press **Services** on the phone to display the Services menu.

2   From the Services menu, select **Callers List**.

3   Use the up/down arrows to scroll through the line items in the Callers List.

> **NOTE**   *To the left of a line item, a telephone icon displays with the handset ON or OFF the receiver. The ON receiver indicates the call came in as a missed call. The OFF receiver indicates the call came in and was answered.*

4   If you want to dial the entry displayed in the Callers List, pick up the handset, press the handsfree key, or press a line key.

To delete a Callers List line item

1   Select the line item that you want to delete.

2   Press the **Delete** softkey.

To save a line item to a programmable key for speed dialing

1   Press the **Save** softkey.

2   Enter the line number at the **Save to?** prompt that is already configured for speed dialing at the softkey.

To exit the Callers List

•   Press the **Services** key.

2.15 Speed Dialing

The system administrator might also have set up custom softkeys as speed dials. Speed dial softkeys can dial a star code for a feature on the system or a phone number or a set of digits. A customized label displays inside the phone's display for each softkey. If you press a custom softkey, the phone goes off-hook and dials the star code or the number set up for this softkey.

2.16 Accessing Voicemail

The voicemail feature on the 9133i IP phone allows you to use a line, configured with a phone number for dialing out, to connect to a voicemail server. For each assigned voicemail number, there can be a minimum of 0 or a maximum of 1 voicemail access phone number.

The voicemail list displays a list of phone numbers assigned to the 9133i that have registered voicemail accounts associated with them.

> **NOTE** *The voicemail list does not display the voicemail access number.*

The phone displays up to 99 voicemails for an account, even if the number of voicemails exceeds the limit.

Registered account numbers that exceed the length of the screen, either with or without the voicemail icon and the message count, are truncated with an ellipse character at the end of the number.

The end of the voicemail list displays the number of new voicemail messages.

To use voicemail

1 Press **Services** on the phone to display the Services menu.

2 Select **Voicemail**.

3 Use the up and down arrows to scroll through the line items in the voicemail list.

4 Select the line item that you want.

5 Press the handsfree key, **Scroll Right** key, or press a line softkey to make an outgoing call using the voicemail access phone number associated with the line for which the voicemail account is registered.

> **NOTE** *From a selected item in the voicemail list, you can also lift the handset to make an outgoing call using the voicemail access phone number.*

3 Using NetVanta Unified Communications Server Features

This chapter outlines the phone features that are available with the NetVanta Unified Communications Server. The UC server call feature access codes are summarized in the following section:

• Using the UC Server Call Feature Access Codes

UC server supports the following features listed below.

• Parking Calls and Picking up Parked Calls
• Picking up Calls Ringing at Another Extension
• Using the UC Server Conference Bridge
• Queuing Calls
• Paging

3.1 Using the UC Server Call Feature Access Codes

To access various call features, key press sequences are provided by UC server.

> NOTE   *Some features may be unavailable depending on the particular system configuration. See your system administrator for more information.*

UC Server Call Features	Key Codes	Examples and Notes
Transferring Calls		
Transfer a call to another user's voicemail Allows you to transfer a current call to another user's voicemail/PA/PBA service. This features is useful when the intended recipient is away from their desk or out of the office. **Note**: The extension dialed must be at least 3 digits long.	*86 + extension	To transfer to extension 300's voicemail, dial: *86300
Transfer a call to a call queue Use this feature to transfer a caller to a preconfigured departmental call queue. If no agents logged into the queue are available to take the call, the caller is put on hold until an agent is available.	*80 + queue#	To enter queue 500, dial: *80500 To transfer a caller to queue 500: 1. Press **Transfer** 2. Dial *80500 3. Press **Send**
<u>Queuing Calls</u>		
Log into a call queue Allows you to start receiving calls for the specified queue.	*81 + queue#	To login as an agent to receive calls directed to queue 500, dial: *81500
Log out of a call queue Allows you to stop receiving calls for the specified queue.	*82 + queue#	To logout as an agent to no longer receive calls for queue 500, dial: *82500
Temporarily Stop Accepting Queued Calls Temporarily makes yourself unavailable for accepting queued calls, while not resetting the longest idle agent status.	*83 + <1 - 9>	Dial: *83 Press a number from 1 to 9 to indicate your reason for being unavailable.
Reset agent status to available Make yourself available again to accept queued calls	*83 + 0	Dial: *83 Press "0" at the prompt.

UC Server Call Features	Key Codes	Examples and Notes
Check agent status in a call queue Check your agent status to verify whether you're currently logged into a call queue, temporarily unavailable, or currently logged out of a call queue.	*84 + queue#	To check your agent status in a call queue with queue number 500, dial: *84500

Picking up Other Calls

<u>*Picking up Calls Ringing at Another Extension*</u> Ringing call pickup allows you to pickup a call that is ringing at a different extension.	*78 + extension	To pickup a call that is ringing at extension 300, dial: *78300
Pickup a connected call Connected call pickup allows you to pickup a call that is currently connected to a different extension.	*27 + extension	To pickup a call that is currently connected to extension 300, dial: *27300

<u>Using the UC Server Conference Bridge</u>

Conference Server Note: The bridge number must be 4 digits long.	7050 + bridge#	To automatically connect to the conference server bridge number 1234, dial: 70501234
Conference Server - Prompt Caller This feature is used for external callers to connect to a conference bridge.	7050	To connect to the conference server, dial: 7050 You will then be prompted to enter a bridge number.

<u>Parking Calls and Picking up Parked Calls</u>

Park a call using a specific park number Allows you to park a call so that you can pickup the call using a different phone. This feature is useful if you need to switch phones while on a call.	*99 + park#	To park a currently connected call at park number 1234: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *991234 The call is automatically parked at 1234.

UC Server Call Features	Key Codes	Examples and Notes
Park a call at a park number selected by UC server This feature is the same as above, except that the call is parked at a number chosen by UC server instead of you choosing the number to park the call. This is useful if you are uncertain whether another call has already been parked at a particular number.	*99	To park a currently connected call: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *99. The system will tell you what number the call is parked at.
Pickup a parked call Enables a user to pick up a parked call	*98 + park#	To pickup a call parked at 1234, dial: *981234
Paging		Contact your system administrator for instructions on sending recorded pages.
Sending a Live Page You can send a live page.	*72	To send a live page 1. Dial *72 (or *PA) 2. After you hear the tone, begin speaking. 3. When you are finished with the page, hang up or use the end call function on your phone.

3.2 Parking Calls and Picking up Parked Calls

You can park an active call, and then have the parked call picked up on another phone. This feature is

> **NOTE**   *Call park/pickup is a feature that must be enabled by your system administrator for use on your phone.*

useful if you want to change phones during a call.

There are two methods of parking calls. In one method, UC server selects the next available park number. Alternatively, you can select your own park number. Having UC server select the park number is useful if you are uncertain whether a call is already parked at a particular number.

If more than one identity (for example, more than one extension number) is assigned to your phone, then transfer the call rather than putting the active call on hold.

> **NOTE**   *If a person whose call has been parked then puts the call on hold, the person retrieving the parked call will hear dead air or silence until the other party resumes the call.*

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To park a call at the next available park number

1 Put the current call on hold.

> **NOTE** *If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.*

2 Dial ***99**.

3 Note the **hold position** that plays over the telephone.

   The hold position is used by the person who answers the parked call. UC server selects the park number for the caller starting at 1, or the next available higher number.

4 Press **DIAL**.

   The call is removed from the hold position, and put in the system park position.

To park a call at a selected park number

1 Put the current call on hold.

> **NOTE** *If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.*

2 Dial ***99**.

3 Enter the number that you want to use as the park number.

   The hold position is used by the person who answers the parked call. For example, if you enter 1234, then the call is parked at 1234, and can be picked up at 1234.

4 Press **DIAL**.

   The call is removed from the hold position, and put in the park position.

To answer a parked call

1 Typically, a company announcement informs you that a call is on hold for you.

2 Dial ***98**.

   The system prompts you for the park hold position.

3 Dial the number of the park hold position.

   The system disconnects the current call and presents a new call.

4 Answer the new call to speak to the parked caller.

> **NOTE** *If nobody answers the parked call, the call rings the extension that originally put the call on system park.*

3.3 Picking up Calls Ringing at Another Extension

Ringing call pick up allows you to answer other ringing telephones, which means that you no longer have to run to answer another person's telephone. You can divert a ringing call from another telephone, typically within earshot, to your own telephone to answer.

To use ringing call pick up, you must know the extension of the phone that is ringing.

This feature also allows for night bell support. Many small companies have an audible bell that rings after business hours. Night bell support can also allow employees to contact security after hours. This feature can allow employees, for example on manufacturing floors, who are not stationed at a particular desk to answer any telephone.

> **NOTE** *To use ringing call pick up, your phone must be configured to receive incoming calls. Make sure that such features as **call forwarding** and **do not disturb** are not enabled on the phone.*

To answer a call on another user's phone

1 When you hear a phone that you want to answer, dial ***78\<Extension>**.

Make sure that you dial, on your own phone, *78 plus the extension of the phone that is ringing.

2 If the phone has stopped ringing by the time you dial the *78 code, the system prompts you to enter your pickup ID.

> **NOTE** *If the pickup ID that you enter is invalid, the system prompts you with "That is not a valid pickup ID," and asks you to enter a valid pickup ID.*

3.4 Using the UC Server Conference Bridge

UC server has the ability to support a limited-sized conference bridge application. The number of participants is limited to the number of licenses available, however additional conference expansion licenses can be purchased. Use your SIP phone during the conference to access several options, such as muting or adding participants.

To access the conference bridge

1 From an internal telephone, dial **7050**.

> **NOTE** *You can also dial 7050 to access the conference bridge from the **dial by extension** or **dial by name** directory.*

2 Enter the 4-digit **conference ID**.

3 Follow the prompts to access the conference bridge.

NOTE *To access the list of options, you can **press * while the conference is in progress.***

Conference option list

When you press * during a conference, the following options are available. The available options depend on at which point during the conference you press *. Only relevant options are available.

- **Press 1** to mute yourself. Response: "You are now muted."
- **Press 2** to unmute yourself. Response: "You are now unmuted."
- **Press 3** to disable entry and exit notifications. Response: "Entry and exit notifications have been disabled."
- **Press 4** to mute all other participants. Response: "All others have been muted."

NOTE *When you press 4 to mute all participants, this does not apply to new callers who join the conference. To mute new callers, press 4 again.*

- **Press 5** to unmute all other participants. Response: "All others have been unmuted."
- **Press 7** to toggle between closing and opening the conference to additional participants. Response: "The conference is now closed to additional participants." Response: "The conference is now reopened to additional participants."
- **Press 9** to end the conference.
- **Press 0** to report the number of participants. Response: "Including yourself, there are x participants."
- **Press #** to return to the conference.

3.5 Queuing Calls

Call queuing allows callers to remain in a queue while they wait for their call to be answered. If callers know the queue number, they can dial directly into the queue.

The company agent is typically associated with a particular area of expertise, for example, sales or support. A support agent who is ready to answer calls can log into the support agent queue and receive support calls in order of arrival. Call queuing allows calls to be distributed evenly among the agents that are logged into the queue.

For more information on queuing calls refer to the following sections:

- Logging in and out of a call queue
- Temporarily stop accepting queued calls
- Checking your agent status in a call queue

Logging in and out of a call queue

> **NOTE** *The call queuing codes, in particular, the code to Log out of a call queue (*82) conflicts with one of the Grandstream feature codes, Send Caller ID. Therefore your system administrator may have changed the call queuing codes from their default values listed below. For more information see your system administrator.*

To log in to a queue as an agent

1 Dial *81<QueueNumber>.

2 Hang up.

To log out of a queue as an agent

1 Dial *82<QueueNumber>.

As previously noted, your system administrator may have changed the code number from the default value of *82. For more information see your system administrator.

2 Hang up.

To dial directly into a queue as a caller

1 Dial *80<QueueNumber>.

2 Hang up.

> **NOTE** *Contact your system administrator to obtain the queue number for your queue.*

Temporarily stop accepting queued calls

If you are logged into a queue to accept incoming queued calls, there may be times when you wish to temporarily stop accepting queued calls, without logging out of the queue. You can manually set your status to unavailable to prevent accepting further incoming queued calls, without logging out of the queue.

Temporarily setting your status to unavailable does not change your "longest idle" position in the agent group. When you make yourself available again by logging back into the queue, your idle time is based on the time since your last call, including the time that you were unavailable.

To set your agent status to unavailable

1 Dial *83.

2 Press a number from 1 to 9 to indicate your reason for being unavailable.

3 Hang up.

To set your agent status to available

1 Dial *83.

2 Press "0" at the prompt.

3 Hang up.

Checking your agent status in a call queue

You can check your agent status to verify whether you're currently logged into a call queue, whether your status is set to temporarily unavailable, or whether you're currently logged out of the call queue.

To check your agent status

1 Dial *84<QueueNumber>.

2 Ensure that you enter the correct queue number.

   The system will indicate your current status as:

   - Logged in
   - The agent is not available, service code <#>
   - Not Logged in

3 Hang up.

3.6 Paging

You can send a live page, which allows you to instantly broadcast a page. For instructions on sending recorded pages, see your system administrator.

> **NOTE** *In order to send a live page, your system administrator must have enabled access for you to do so. For more information see your system administrator.*

Sending a live page

To send a live page

1 From your phone, dial ***72** (or ***PA**).

2 After you hear the tone, begin speaking.

3 When you are finished with the page, hang up or use the end call function on your phone.